



HEALTH AFFAIRS



HIPAA Support Center Update Session

November 2005

TMA Privacy Office

HIPAA Support Center Update Session

Agenda

- Advantages of HIPAA Support Center Website
- Submitting a Help Desk Ticket
- Accessing the FAQ's
- Subject Matter Questions

Target Audience

- HIPAA Application Suite users that submit help desk tickets to the HIPAA Support Center

HIPAA Support Center Update Session

Objectives

- Upon completion of this lesson, you will be able to:
 - Access the new HIPAA Support Center Website
 - Submit a help desk ticket
 - Complete the New User Form
 - Complete the New Ticket Form
 - Access the FAQ's on the website
 - Direct questions to Privacy Mail

HIPAA Support Center Update Session

Advantages

- No “new user template” to send back
 - The new user form will be filled out during the first request from each email address
 - Will result in less user frustration
- Easier ticket submission
- Frequently Asked Questions (FAQ's) documents will be located on the website for easy access

Accessing the HIPAA Support Center Website

- Emails will no longer be accepted at

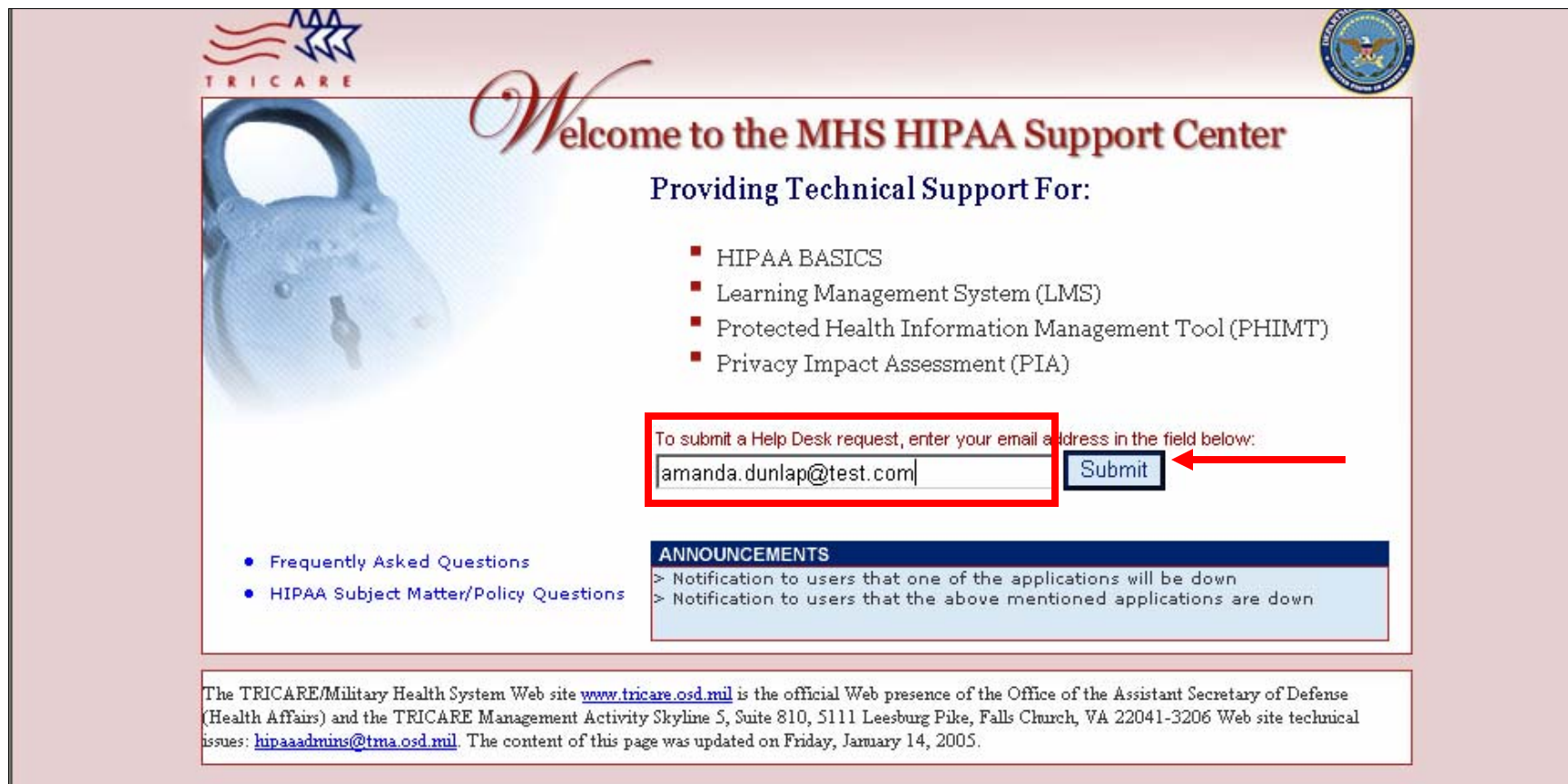
– hipaasupport@tma.osd.mil



- All requests must be made at:
 - www.hipaasupport.tricare.osd.mil

HIPAA Support Center Update Session

Submitting a Ticket (1 of 5)



The screenshot displays the MHS HIPAA Support Center website. At the top left is the TRICARE logo, and at the top right is the Department of Defense seal. The main heading reads "Welcome to the MHS HIPAA Support Center" in a large, stylized font. Below this, it states "Providing Technical Support For:" followed by a bulleted list: HIPAA BASICS, Learning Management System (LMS), Protected Health Information Management Tool (PHIMT), and Privacy Impact Assessment (PIA). To the left of this list is an image of a blue padlock. Below the list, there is a text input field containing "amanda.dunlap@test.com" and a "Submit" button. A red rectangle highlights the input field, and a red arrow points to the "Submit" button. Above the input field, text reads "To submit a Help Desk request, enter your email address in the field below:". Below the input field, there is an "ANNOUNCEMENTS" section with two bullet points: "> Notification to users that one of the applications will be down" and "> Notification to users that the above mentioned applications are down". At the bottom, a footer contains the following text: "The TRICARE/Military Health System Web site www.tricare.osd.mil is the official Web presence of the Office of the Assistant Secretary of Defense (Health Affairs) and the TRICARE Management Activity Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206 Web site technical issues: hipaaadmins@tma.osd.mil. The content of this page was updated on Friday, January 14, 2005."

TRICARE

Welcome to the MHS HIPAA Support Center

Providing Technical Support For:

- HIPAA BASICS
- Learning Management System (LMS)
- Protected Health Information Management Tool (PHIMT)
- Privacy Impact Assessment (PIA)

To submit a Help Desk request, enter your email address in the field below:

Submit

• Frequently Asked Questions

• HIPAA Subject Matter/Policy Questions

ANNOUNCEMENTS

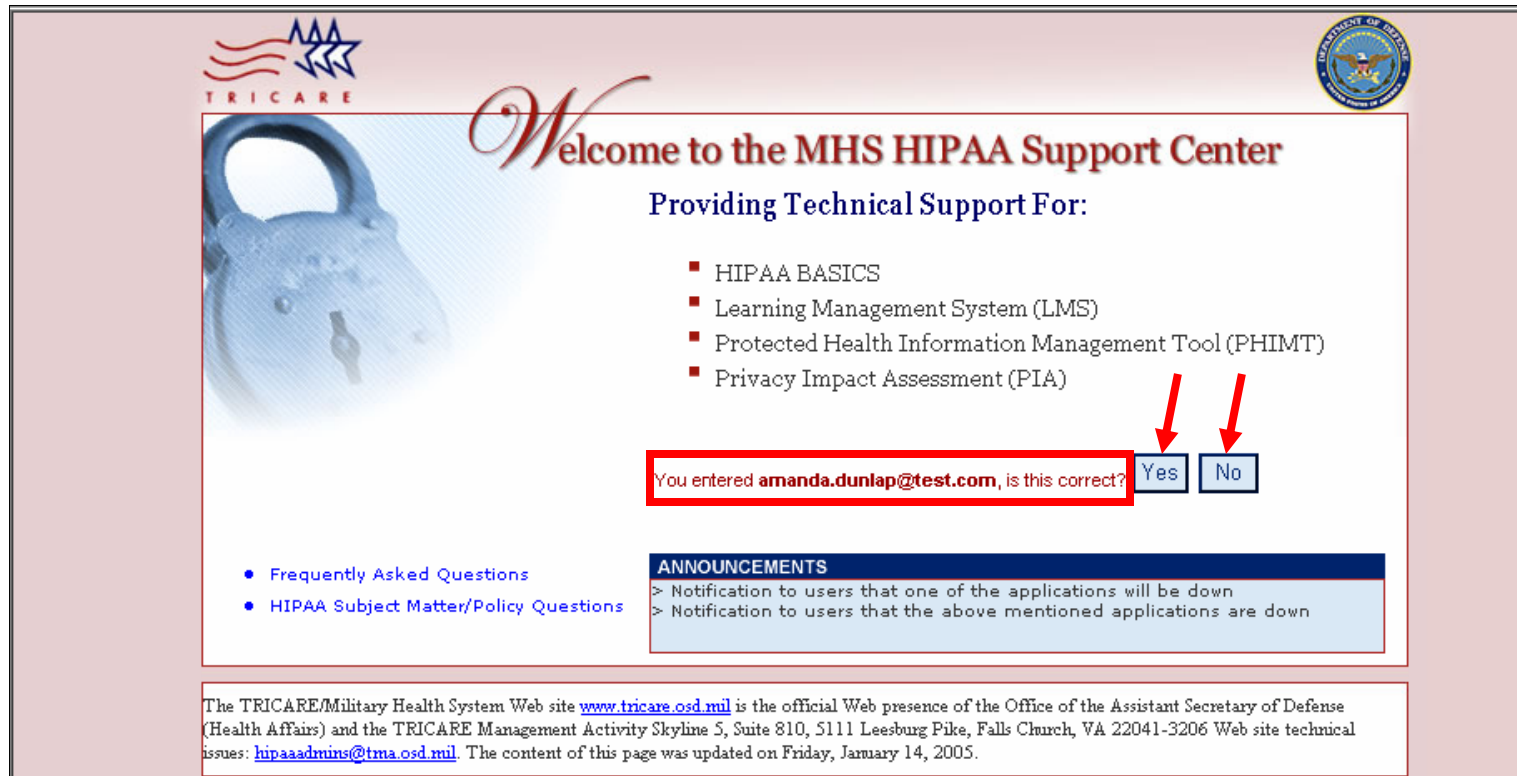
- > Notification to users that one of the applications will be down
- > Notification to users that the above mentioned applications are down

The TRICARE/Military Health System Web site www.tricare.osd.mil is the official Web presence of the Office of the Assistant Secretary of Defense (Health Affairs) and the TRICARE Management Activity Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206 Web site technical issues: hipaaadmins@tma.osd.mil. The content of this page was updated on Friday, January 14, 2005.

1. Enter your email address.
2. Click the Submit button.

HIPAA Support Center Update Session

Submitting a Ticket (2 of 5)



TRICARE

Welcome to the MHS HIPAA Support Center

Providing Technical Support For:

- HIPAA BASICS
- Learning Management System (LMS)
- Protected Health Information Management Tool (PHIMT)
- Privacy Impact Assessment (PIA)

You entered **amanda.dunlap@test.com**, is this correct?

- [Frequently Asked Questions](#)
- [HIPAA Subject Matter/Policy Questions](#)

ANNOUNCEMENTS

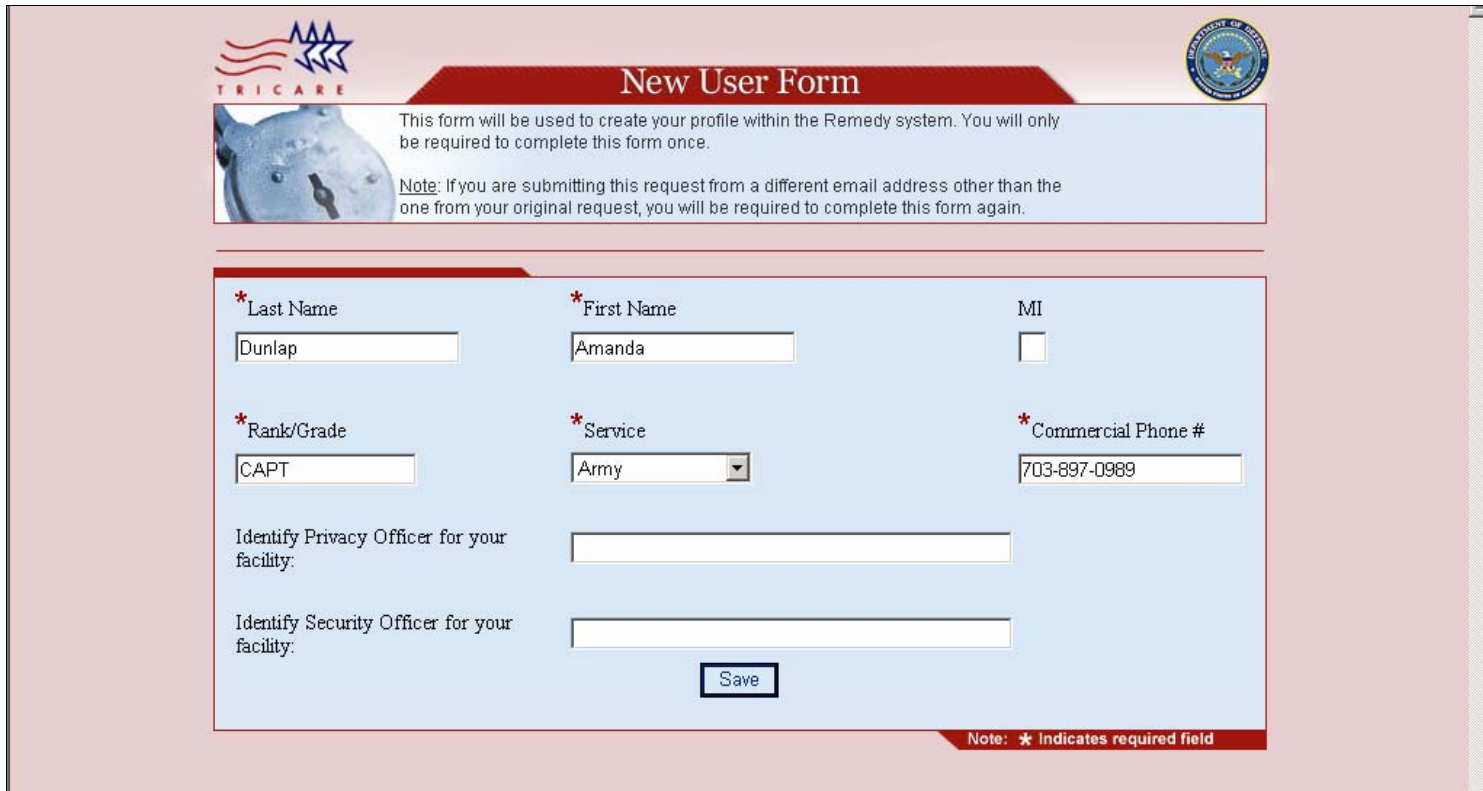
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3. Review the email address entered.
4. Click Yes, if the email address is correct.
5. Click, No if the email address is incorrect (you will be asked to enter your email address again).

HIPAA Support Center Update Session

Submitting a Ticket (3 of 5)



The screenshot shows a web form titled "New User Form" with the TRICARE logo and the Department of Defense seal. The form contains instructions and a "Note" about email addresses. Below this are input fields for personal and contact information, including Last Name, First Name, MI, Rank/Grade, Service, and Commercial Phone #. There are also fields for identifying Privacy and Security Officers. A "Save" button is at the bottom, and a note indicates that asterisks denote required fields.

TRICARE

New User Form

This form will be used to create your profile within the Remedy system. You will only be required to complete this form once.

Note: If you are submitting this request from a different email address other than the one from your original request, you will be required to complete this form again.

*Last Name: *First Name: MI:

*Rank/Grade: *Service: *Commercial Phone #:

Identify Privacy Officer for your facility:

Identify Security Officer for your facility:

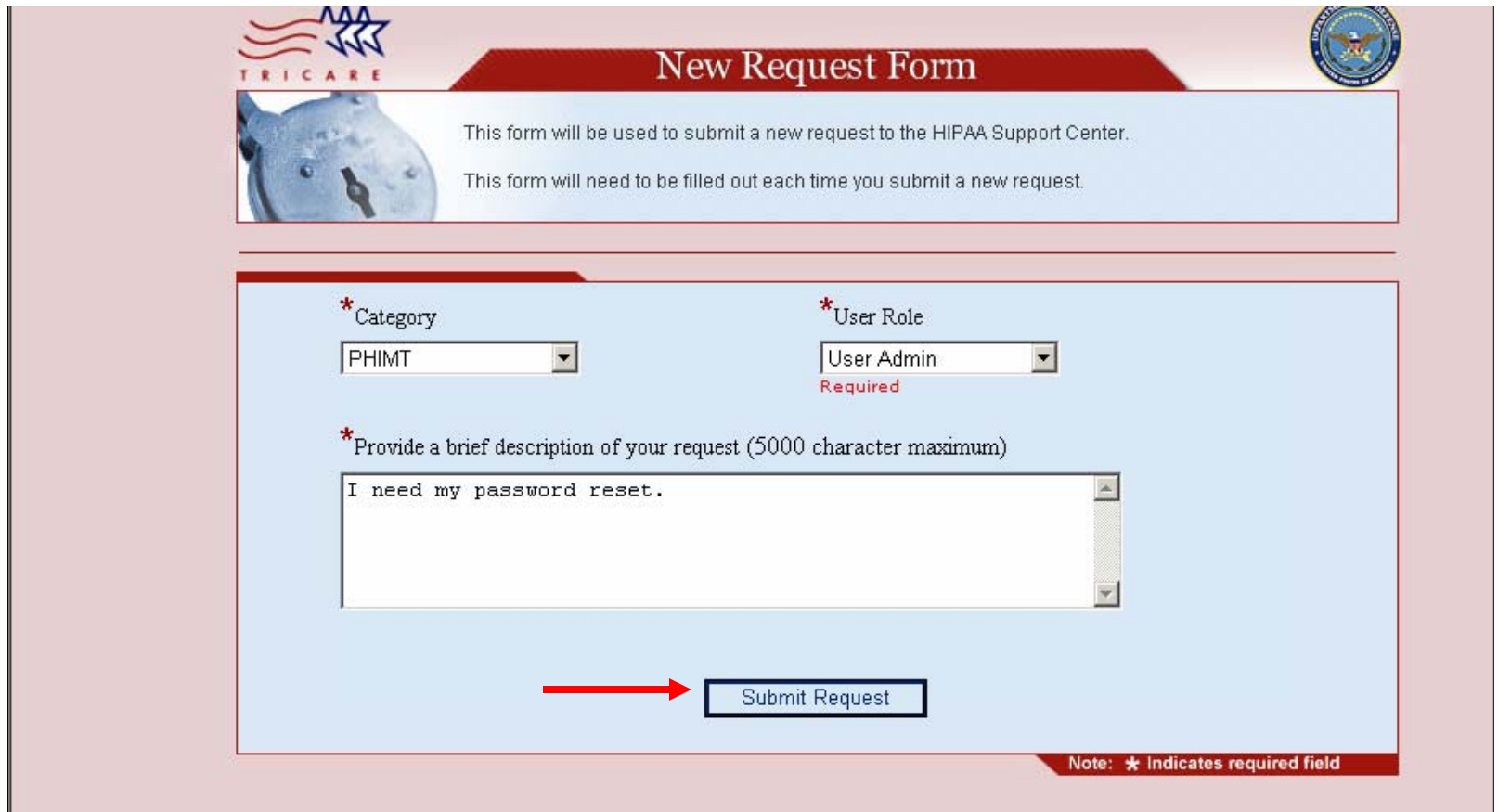
Note: * Indicates required field



6. Complete all required fields: Last Name, First Name, Rank/Grade, Service, Commercial Phone #.
7. Click Save.

NOTE: This form will only need to be filled out once per email address.

HIPAA Support Center Update Session

Submitting a Ticket (4 of 5)



TRICARE  

New Request Form

This form will be used to submit a new request to the HIPAA Support Center.
This form will need to be filled out each time you submit a new request.

***Category**
PHIMT

***User Role**
User Admin
Required

***Provide a brief description of your request (5000 character maximum)**
I need my password reset.

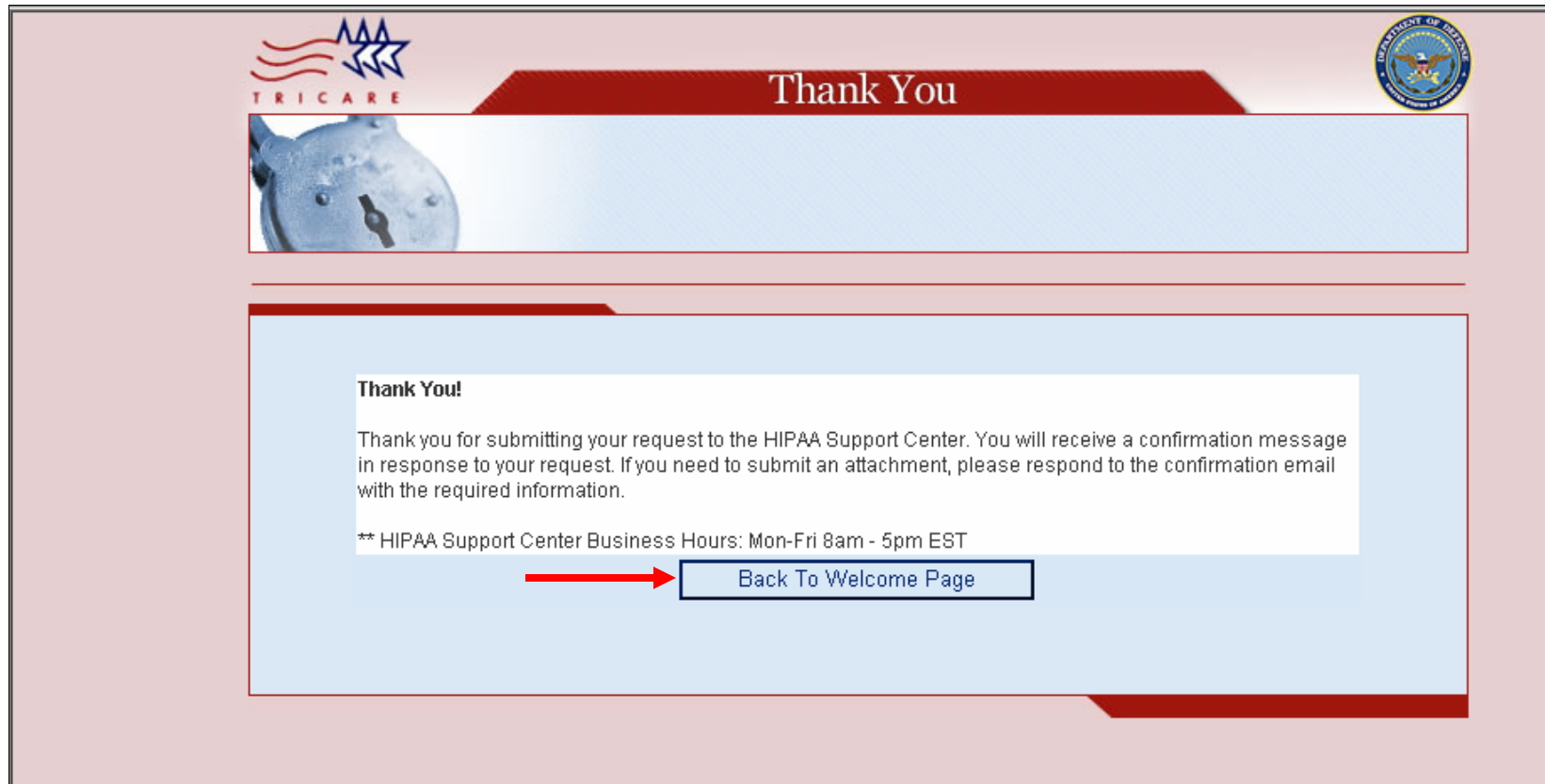
Submit Request

Note: * Indicates required field

8. Complete Required Fields: Category, User Role, Description of Request.
9. Click Submit Request.

HIPAA Support Center Update Session

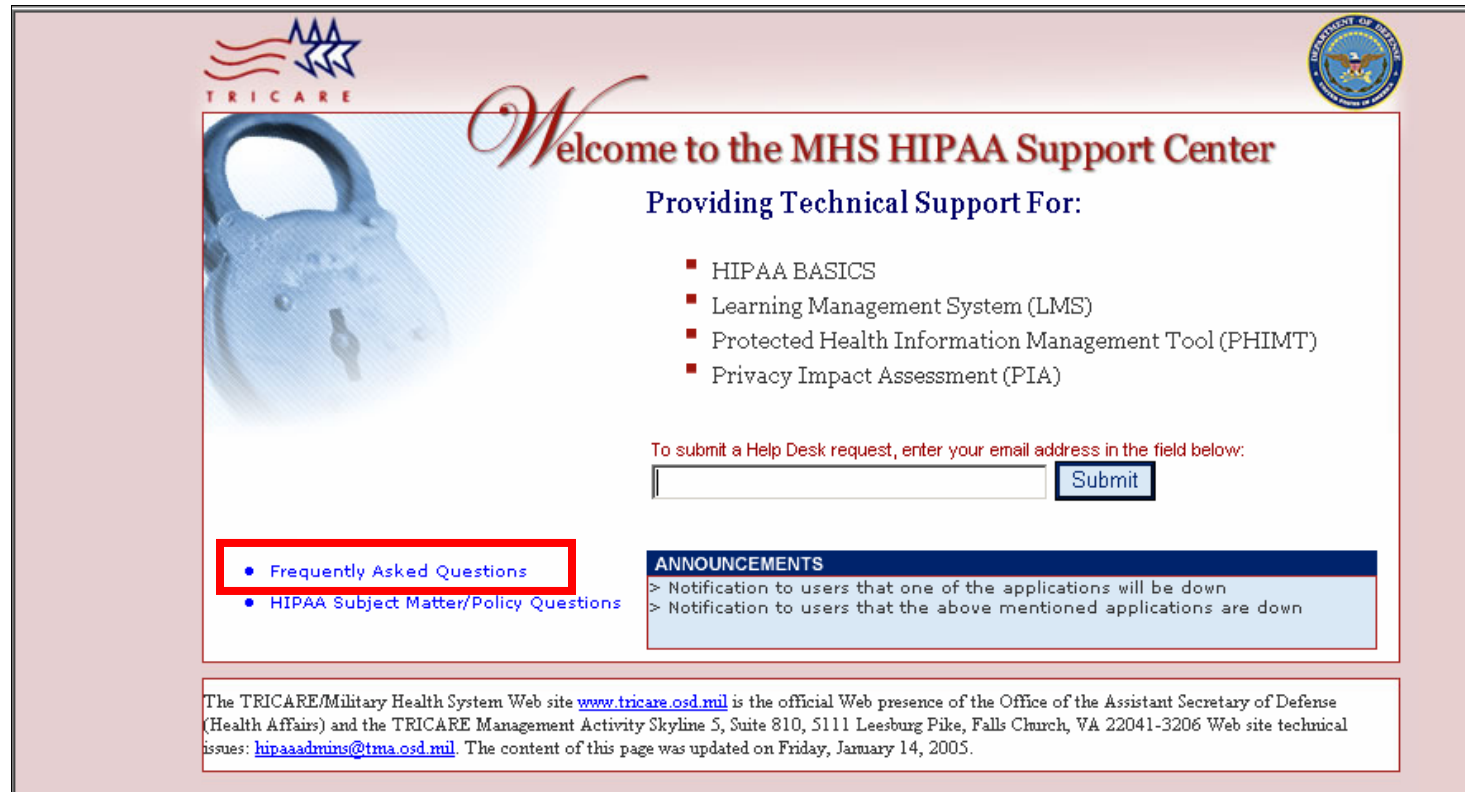
Submitting a Ticket (5 of 5)



- The confirmation page will display when your ticket has been successfully submitted.
- Click the Back to Welcome Page button to submit another ticket.

HIPAA Support Center Update Session

Accessing the FAQ's



TRICARE

DEPARTMENT OF DEFENSE

Welcome to the MHS HIPAA Support Center

Providing Technical Support For:

- HIPAA BASICS
- Learning Management System (LMS)
- Protected Health Information Management Tool (PHIMT)
- Privacy Impact Assessment (PIA)

To submit a Help Desk request, enter your email address in the field below:

- **Frequently Asked Questions**
- HIPAA Subject Matter/Policy Questions

ANNOUNCEMENTS

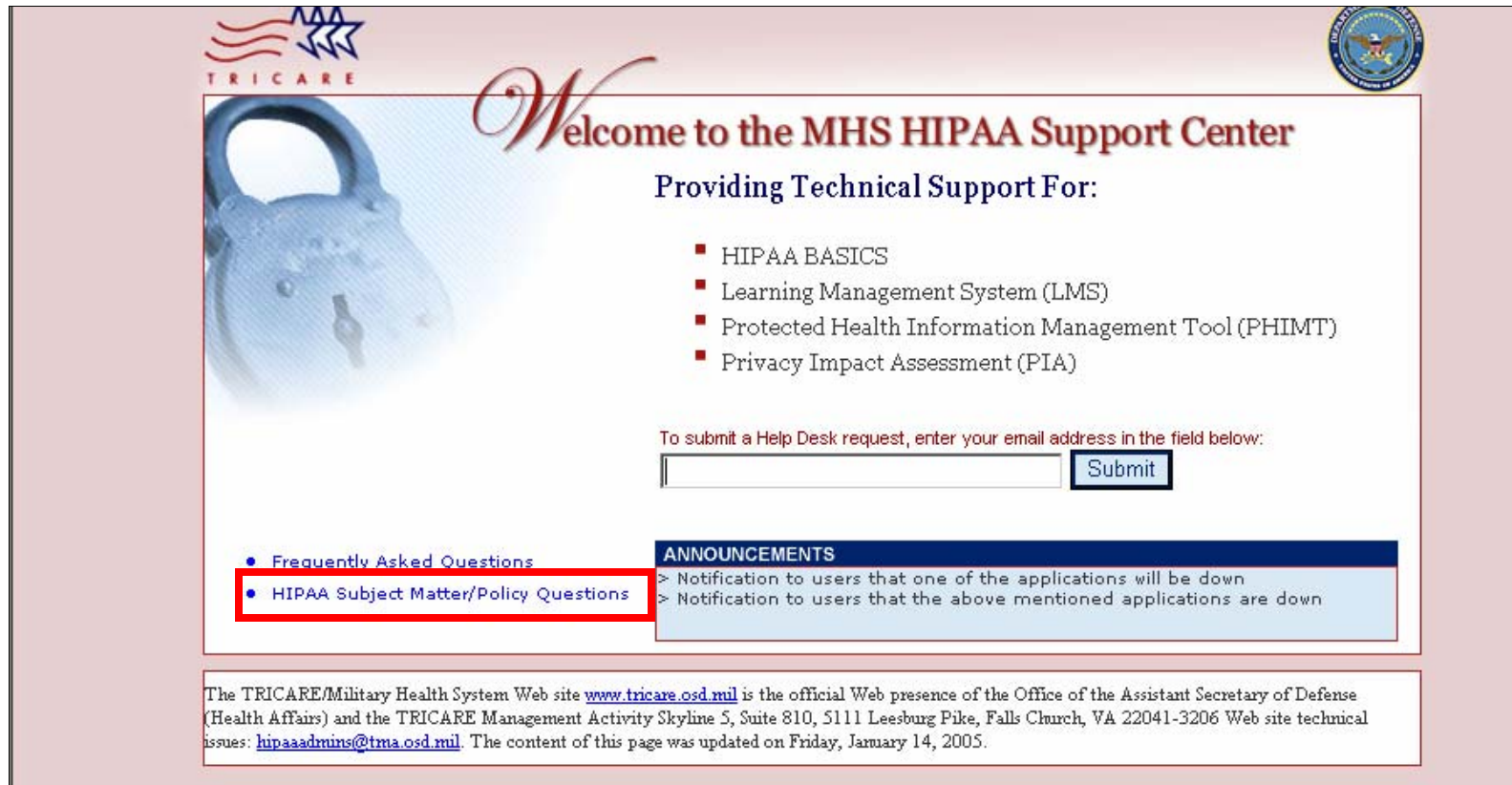
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- The Frequently Asked Questions link provides access to the FAQ's for each application.

HIPAA Support Center Update Session

Subject Matter Questions



TRICARE

Welcome to the MHS HIPAA Support Center

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To submit a Help Desk request, enter your email address in the field below:

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ANNOUNCEMENTS

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- All HIPAA Subject Matter questions, should be sent to privacymail@tma.osd.mil,
- The HIPAA Subject Matter/Policy Questions will provide a direct link to Privacy Mail.

HIPAA Support Center Update Session

Summary

- You should now be able to:
 - Access the new HIPAA Support Center Website
 - Submit a help desk ticket
 - Complete the New User Form
 - Complete the New Ticket Form
 - Access the FAQ's on the website
 - Direct questions to Privacy Mail

Resources

- DoD 6025.18-R, “DoD Health Information Privacy Regulation”, January 2003
- DoD 8580.X-R, DoD Health Information Security Regulation (Draft)
- www.tricare.osd.mil/tmaprivacy/HIPAA.cfm
- privacymail@tma.osd.mil for subject matter questions
- www.hipaasupport.tricare.osd.mil for tool related questions
- <http://www.tricare.osd.mil/tmaprivacy/Mailing-List.cfm> to subscribe to the TMA Privacy Office E-New
- Service HIPAA Privacy and Security Representatives